



# **GUIDANCE FOR COMPLETING USER AGENCY OPINION OF CONTRACTOR PERFORMANCE**

When evaluating each item below, consider the following questions:

## **1. Completion of task (compliance with scope of work):**

To what extent did the contractor coordinate, integrate, and provide for effective subcontractor management?

Has this contract been partially or completely terminated for default or convenience?

How effective has the contractor been in identifying user requirements?

What level of integration experience has the contractor demonstrated in the reconfiguration of government owned software, commercial software, and government furnished hardware?

To what extent did the contractor perform the required tasks identified in the statement of work, work orders, task plans, etc.?

## **2. Timeliness (task started and ended per scope of work):**

To what extent did the contractor adhere to contract delivery schedules?

To what extent did the contractor provide timely technical assistance, both on-site and off-site, when responding to problems encountered in the field?

To what extent did the contractor achieve effective logistics support, i.e. replacement parts, personnel, etc.?

To what extent did the contractor meet the repair/response times in the contract?

Did the contractor commit adequate resources in a timely fashion to the contract to meet the requirement and to successfully solve problems?

## **3. Completeness of deliverables and documentation:**

To what extent did the contractor submit required reports and documentation in a timely manner?

To what extent were the contractor's reports and documentation accurate and complete?

To what extent was the contractor's maintenance and problem tracking/reporting documentation timely, accurate and of appropriate content?

To what extent was the maintenance and problem reporting/tracking documentation produced by the contractor's efforts satisfactory to the users?

## **4. Contractor Professionalism (contractor employees conducted themselves professionally?):**

To what extent did the contractor respond positively and promptly to technical directions, contract change orders, etc.?

To what extent was the contractor effective in interfacing with the Government's staff?

Were user questions resolved in a timely manner?

Were the contractor/subcontractor personnel courteous and responsive?

How technically qualified were the contractor/subcontractor personnel?

## **5. Overall Satisfaction with Prime Contractor:**

Summary of above questions applied to the prime contractor.

**6. Overall Satisfaction with Subcontractor:**

Summary of above questions applied to the subcontractor, if applicable.